

ROUTING INSTANT MESSAGES USING CONFIGURABLE,
PLUGGABLE DELIVERY MANAGERS

Abstract of the Disclosure

Configurable, pluggable delivery managers are responsible for routing instant messages to intended recipients. A delivery manager is selected for a particular message, and that delivery manager defines, at runtime, a delivery policy to be used to route the instant message to an intended recipient of the message. The delivery policy is based upon a configuration of the delivery manager, a user configuration of the intended recipient, and one or more available delivery mechanisms. The delivery manager routes the instant message using the delivery policy.

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